

Transcript: Malcolm

Nash-5762764595576832-6376037405736960

Full Transcript

Thanks for calling Benefits on a Card. This is Malcolm. How can I help you? Uh, uh, this is Jody Whitcraft. I work, uh, through FOCUS here in Harrisonville at Church of Christ and, uh, Natasha told me to call this number and follow up, because, uh, I guess there was issues with my insurance. All right. What's the, what's the last four of your social? 9830. First name? Jody. J-O-D-I-Y. Last name? Whitcraft. W-H-I-T-C-R-A-F-T. And for security purposes, can you verify your address and date of birth for me? Uh, it's 1604 New Castle Drive, Harrisonville, Missouri, 64701 and, uh... Date of birth? What was, uh, the date of birth? Uh, January 1889. Thank you. So we got your phone number at 890-2526? Yes. And then your email is jodymw08@gmail.com? Yes. Yeah. All right. So what were, what were the issues with your coverage that you were having? Um, give me one second. I can't remember what Natasha said. Um... What did you say the issue was? It said, well, that if it's not in card you could... I can... Uh, Natasha said that I was supposed to call Benefits on a Card to finish my enrollment. It looks like you're already enrolled, sir. You have the, the dental, the vision and the VIP standard. Uh, yes. Yes, so you're already enrolled in coverage. I... You said that you already enrolled in coverage on all of it. See, that's what I thought too, because everything but the cover back there. Your coverage has been active since Jan- Well, you've had coverage since 2023, but the new changes that you made, they've been active since January 27th. Uh, would you like to talk to Natasha, my boss? Whatever I can do to help, sir. Yeah. Okay. Hello, this is Natasha. Yes, ma'am. How... So what's, what seems to be the issue? So every year we have to have them sign new forms because if anything changes or anything, and we have to do it at the beginning of the year, and Jody has done that. However, it says that she had to call Benefits on a Card to finalize that. But you're saying she's finalized? Yeah, it looks like the coverage is already... They've had... It looks like they had a change of coverage on 1/17, and it looks like the changes have already been applied. They have dental, vision and the VIP standard. Okay. All right. I will let them know that on our end, it's coming from our corporate office stating that it needed to be done that way. So I'll go ahead and put that in there. Okay. Well, was there anything else we need? All right. Thank you. No problem. Uh, I will let you talk to Jody. All right. Thank you. Hello? Yeah. So was there... Was it... So do those plans sound right? Is those the plans you wanted to get enrolled into? Did you want to be... Uh, yes. Yes. So does, so the dental, the vision and the VIP standard, those are the right, those are the correct plans that you're supposed to have? Uh, yes. Right. Well, everything was good on our end. Right. Was there anything else I can help you with today, Mr. Jody? Uh, no. I think there's nothing else. That's all guys. All right. I hope you have a great weekend, man. You too. Thank you. So long.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits on a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Uh, uh, this is Jody Whitcraft. I work, uh, through FOCUS here in Harrisonville at Church of Christ and, uh, Natasha told me to call this number and follow up, because, uh, I guess there was issues with my insurance.

Speaker speaker_0: All right. What's the, what's the last four of your social?

Speaker speaker_1: 9830.

Speaker speaker_0: First name?

Speaker speaker_1: Jody. J-O-D-I-Y.

Speaker speaker_0: Last name?

Speaker speaker_1: Whitcraft. W-H-I-T-C-R-A-F-T.

Speaker speaker_0: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Uh, it's 1604 New Castle Drive, Harrisonville, Missouri, 64701 and, uh...

Speaker speaker_0: Date of birth?

Speaker speaker_1: What was, uh, the date of bi- birth? Uh, January 1889.

Speaker speaker_0: Thank you. So we got your phone number at 890-2526?

Speaker speaker_1: Yes.

Speaker speaker_0: And then your email is jodymw08@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Yeah. All right. So what were, what were the issues with your coverage that you were having?

Speaker speaker_1: Um, give me one second. I can't remember what Natasha said. Um... What did you say the issue was?

Speaker speaker_2: It said, well, that if it's not in card you could...

Speaker speaker_1: I can... Uh, Natasha said that I was supposed to call Benefits on a Card to finish my enrollment.

Speaker speaker_0: It looks like you're already enrolled, sir. You have the, the dental, the vision and the VIP standard.

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Yes, so you're already enrolled in coverage.

Speaker speaker_1: I... You said that you already enrolled in coverage on all of it.

Speaker speaker_2: See, that's what I thought too, because everything but the cover back there.

Speaker speaker_0: Your coverage has been active since Jan- Well, you've had coverage since 2023, but the new changes that you made, they've been active since January 27th.

Speaker speaker_1: Uh, would you like to talk to Natasha, my boss?

Speaker speaker_0: Whatever I can do to help, sir.

Speaker speaker_1: Yeah. Okay.

Speaker speaker_2: Hello, this is Natasha.

Speaker speaker_0: Yes, ma'am. How... So what's, what seems to be the issue?

Speaker speaker_2: So every year we have to have them sign new forms because if anything changes or anything, and we have to do it at the beginning of the year, and Jody has done that. However, it says that she had to call Benefits on a Card to finalize that. But you're saying she's finalized?

Speaker speaker_0: Yeah, it looks like the coverage is already... They've had... It looks like they had a change of coverage on 1/17, and it looks like the changes have already been applied. They have dental, vision and the VIP standard.

Speaker speaker_2: Okay. All right. I will let them know that on our end, it's coming from our corporate office stating that it needed to be done that way. So I'll go ahead and put that in there.

Speaker speaker_0: Okay. Well, was there anything else we need?

Speaker speaker_2: All right. Thank you.

Speaker speaker_0: No problem.

Speaker speaker_2: Uh, I will let you talk to Jody.

Speaker speaker_0: All right. Thank you.

Speaker speaker_1: Hello?

Speaker speaker_0: Yeah. So was there... Was it... So do those plans sound right? Is those the plans you wanted to get enrolled into? Did you want to be...

Speaker speaker_1: Uh, yes. Yes.

Speaker speaker_0: So does, so the dental, the vision and the VIP standard, those are the right, those are the correct plans that you're supposed to have?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Right. Well, everything was good on our end.

Speaker speaker_1: Right.

Speaker speaker_0: Was there anything else I can help you with today, Mr. Jody?

Speaker speaker_1: Uh, no.

Speaker speaker_0: I think there's nothing else.

Speaker speaker_1: That's all guys.

Speaker speaker_0: All right. I hope you have a great weekend, man.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.

Speaker speaker_1: So long.